CZEview
See Everything, Miss Nothing

D8

Indoor Security Camera
User Manual

CZEview
See Everthing, Miss Nothing

We hope you never have the need,
but if you do, our service is friendly and hassle-free.

✉ support@czeview.net

CONTENTS

SET UP THE CAMERA ON THE APP
•II. METHOD 2 SCAN QR CODE

1. On the 'Home' page, tap 'Add' or ➕ in the upper right corner to add a device.

2. Choose the correct type and model for your device from the list.

3. Follow the on-screen instructions, and tap 'Next'.
4. Select the same WiFi network your phone is connected to and enter the correct password.

5. Remove the film from the lens and ensure it is clean and free of dirt. After confirming the lens is clear, tap 'Next' to generate a QR code.

6. Hold the QR code 5-8 inches from the lens, directly in front of it, and scan. Listen for a 'cuckoo' sound following a voice prompt' 'Connecting, please wait', which indicates the connection process has begun. After this, tap 'Next'.


5-8 inch
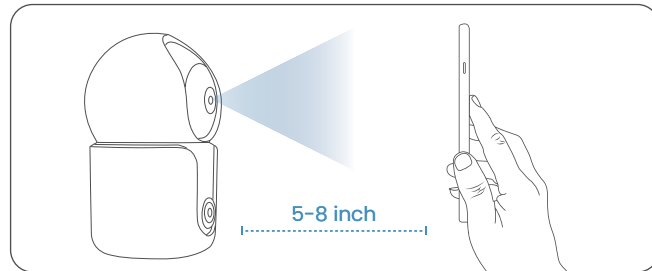
7. Upon hearing 'Successful Connection', which signifies a successful setup, the indicator light will switch to a steady blue. After this, tap 'Next' to assign a name to your camera.

INSTALL THE CAMERA

• INSTALL THE MOUNTING BRACKET

1. Drilling two screw holes on the wall according to the mounting hole template.
2. Insert the two plastic anchors into the holes in the wall.
3. Secure the base unit in place by tightening the screws into the plastic anchors.
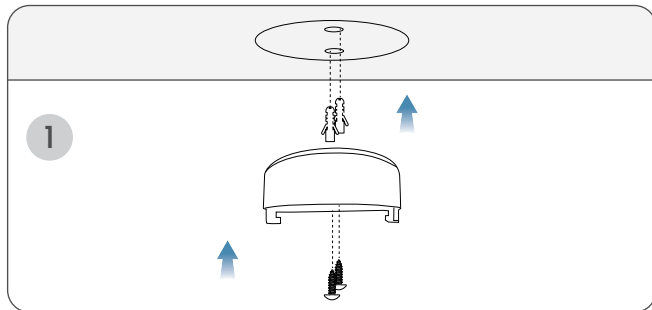
• ATTACH THE CAMERA

Align the camera with the bracket, then turn the camera unit clockwise to lock it in position.
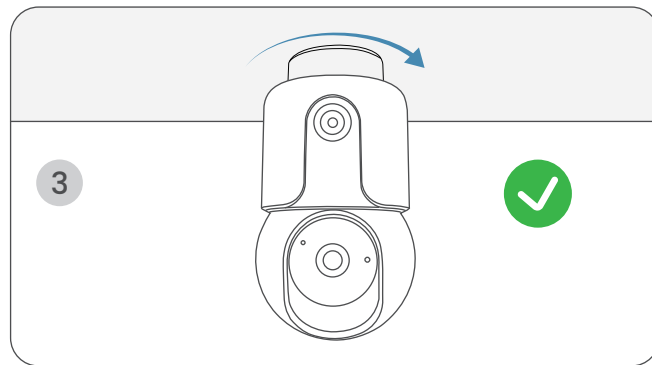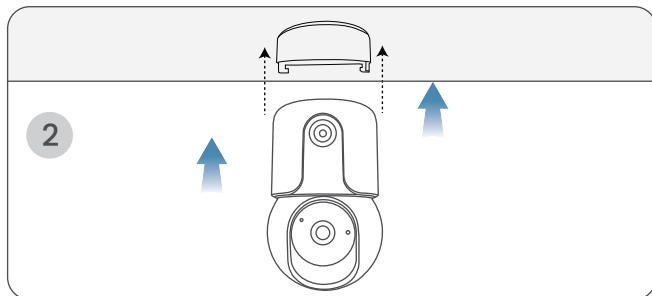
🔔 Note:

- To remove it from the mounting bracket, turn the camera counterclockwise.
- If your camera is mounted upside down, its picture shall also be rotated. Please go to 'Device Settings' > 'Image Settings' and turn on 'Screen Flip' to adjust the image.

CONTROL THE CAMERA WITH ALEXA

🔔 Before starting, please note:

- Ensure the camera is powered on.
- Connect the camera to the CZEview app.
- Install the Alexa app on your mobile device.
- Ensure a stable WiFi connection is established.

1. Log in to Alexa APP with your Amazon account, tap "More" in the bottom navigation bar and select "Skills & Games"

2. Tap the search bar and enter 'CZEview'.

3. Choose 'ENABLE TO USE'.
4. Enter your CZEview app email address and password.
5. Grant authorization when prompted.

6. Once the CZEview app is successfully linked, tap 'Next'.
7. The app will then automatically navigate to a device-search interface. Wait for your device to connect.

8. Follow the on-screen instructions to complete the setup process.

Note:

- If you have an Echo device (compatible with all models of Echo Show), you can enable voice commands by following these steps:

  1. Log into your Echo device using the same Amazon account that is linked to your Alexa app.

  2. In the Alexa app, tap 'Devices' at the bottom and ensure your Echo Show is online.

  3. You can now use voice commands. For instance, say 'Alexa, show me D4' (or the custom name you've assigned to your camera). Your Echo Show will respond to the command and display the camera's feed.

APP FUNCTIONS

• STORAGE AND RECORDING OPTIONS
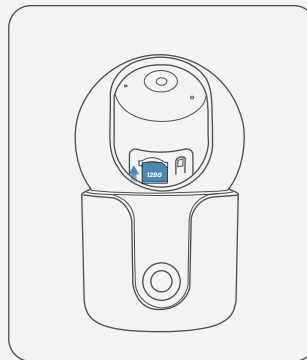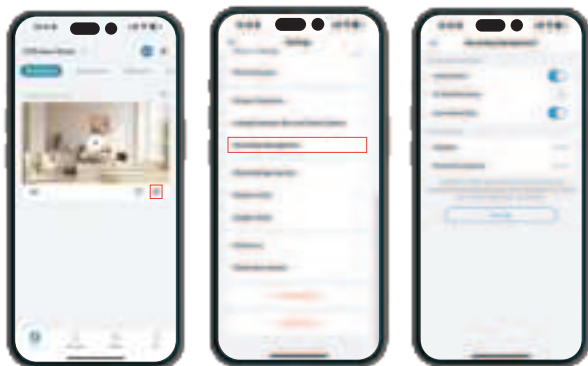
I. FOR USERS WITH SD CARD STORAGE:

Note:

- We recommend using a Micro SD card with a capacity between 8-128GB. For smooth video storage, please format the SD card in the app upon first use.

1. Confirm that the SD card is properly inserted.
2. On the Home page, locate your device and tap ⚙ located in the lower right corner of the window.
3. Tap 'Recording Management'.
4. Verify whether the app is correctly reading the SD card's capacity. If not, format the SD card within the app.
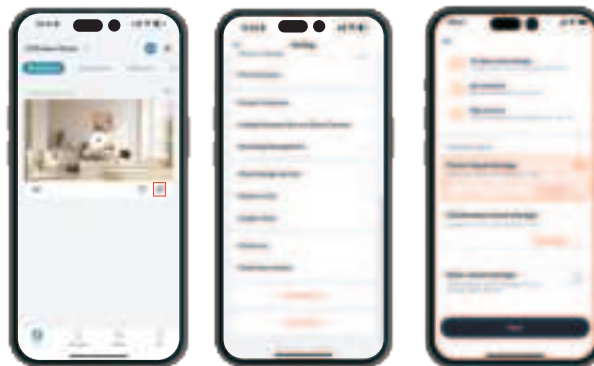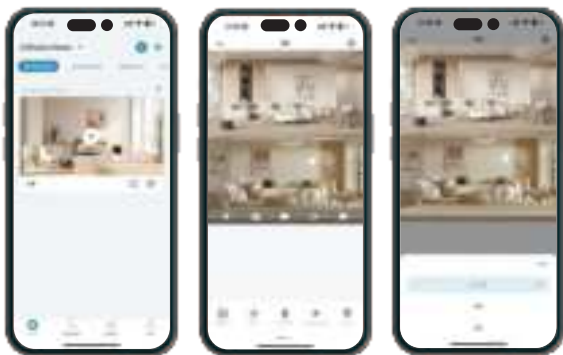5. Choose your preferred recording type from the available options.

II. FOR USERS WITH A CLOUD STORAGE SERVICE:

1. On the Home page, locate your device and tap ⚙ located in the lower right corner of the window.

2. Tap 'Cloud Storage Service'.

3. Select a paid cloud storage plan (Event Cloud Storage or 24-hour Continuous Cloud Storage), or opt for the basic cloud storage as a trial.

• ADJUST VIDEO DEFINITION

1. In the video preview window on the home page, click ▶ to enter the live view.

2. Click ◑ under the video window.

3. Select from the different definition levels available.

•ADJUST LENS ORIENTATION

1. In the live video window, locate the 'PTZ' button.
2. Use this feature to monitor in various directions.

•IMAGE SETTINGS

1. On the Home page, locate your device and tap ⚙ located in the lower right corner of the window.

2. Tap 'Image Settings'.

3. Select your preferred Screen Orientation and Night Vision Mode.
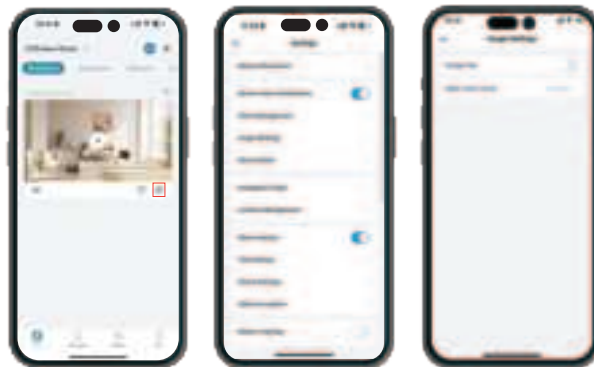


•MANAGE ALARMS

> ⚠ **Note:**
> • Before configuring "Alarm Management," please confirm whether you are using SD card storage, a paid cloud storage service, or a free basic cloud storage service. The type of storage you use will affect the format of the records displayed in the Alarm Messages (some records may be videos, while others may be images), and the availability of videos may vary:

1. For users with SD card storage:

- For the 24-hour continuous recording package, alarm recordings are provided as uninterrupted video streams, with alarm points clearly marked on the timeline in the Alarm Messages section. (The recording duration is fixed and cannot be modified.)

- For the event recording package, alarm recordings are limited to 1-minute video clips, displayed in the Alarm Messages section. (The recording duration can be adjusted in Alarm Management.)

2. For users subscribed to a paid cloud storage service, alarm recordings vary depending on the selected package:

- For the 24-hour continuous recording package, alarm recordings are provided as uninterrupted video streams, with alarm points clearly marked on the timeline in the Alarm Messages section. (The recording duration is fixed and cannot be modified.)

- For the event recording package, alarm recordings are limited to video clips of up to 30 seconds in the Alarm Messages section. (The recording duration is fixed and cannot be adjusted in Alarm Management.)

3. For users with free cloud storage, alarm recordings are 6-second videos in the Alarm Messages section. (The recording duration is fixed and cannot be adjusted in Alarm Management.)

4. For users without cloud storage or SD card storage, alarm records will be displayed as images in the Alarm Messages section.

1. On the Home page, locate your device and tap ⚙ located in the lower right corner of the window.

2. Access 'Alarm Management' settings.

- Motion Detection: Enable motion detection to receive notifications based on your preferences, including detection sensitivity, record and alarm intervals, and custom alarm areas for specific periods.
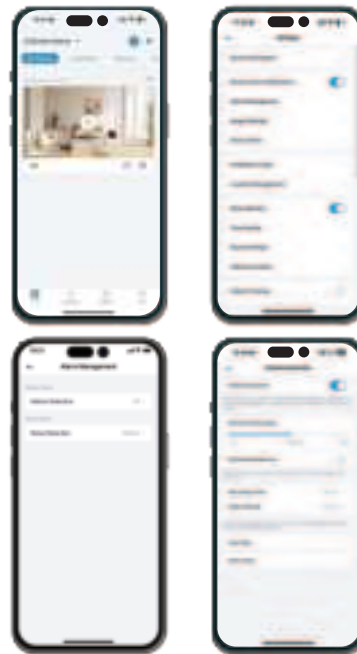
- Noise Detection: Activate noise detection to receive alerts. Set the sensitivity of detection as needed.

! **Note:**
- Noise detection measures ambient sound in decibels (dB) and cannot detect specific areas.

•MOTION TRACKING

1. On the Home page, locate your device and tap ⚙ located in the lower right corner of the window.
2. Enable 'Motion Tracking' to allow the camera to follow your movement.
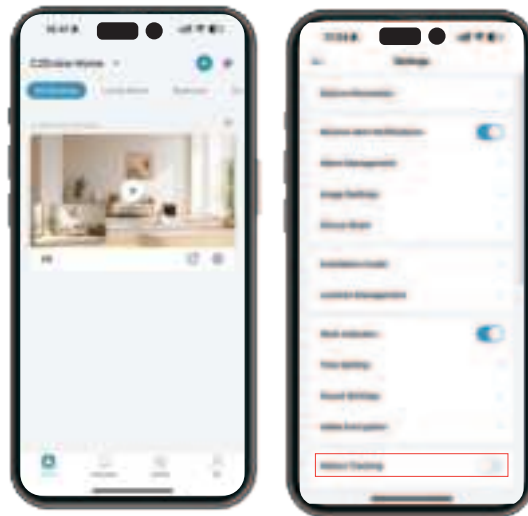
•PRIVACY MODE

I. DISABLE THE LIVE STREAMING

1. On the Home page, locate your device and tap ⚙ located in the lower right corner of the window.
2. Tap 'Privacy Protection'.
3. Turn off the lens or set a specific interval to disable live streaming and recording, ensuring your privacy and undisturbed moments.

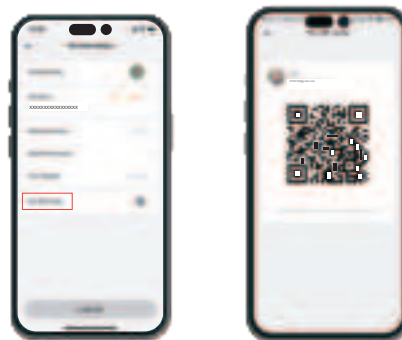## •SHARING THE CAMERA WITH FAMILY

1. On the Home page, find the device you wish to share and tap ⚙ in the lower right corner of the window.
2. Select 'Device Share'.
3. Click 'Add'.
4. Use 'Scan QR Code' or 'Enter Account' to send an invitation.

5. If using QR code:

- •Open the app on the invitee's phone.
- •Tap 'Me' in the bottom navigation bar.
- •Click on the avatar and select 'My QR Code'.

6. After scanning the QR code or entering the email address, set the permissions for the invitee in your app.

7. The invitee will receive a confirmation notification in their app.

8. After the invitee accepts the invitation for device sharing, their information will appear in the 'Device Share' section of your app.

9. The shared device will show up in the invitee's app home page.
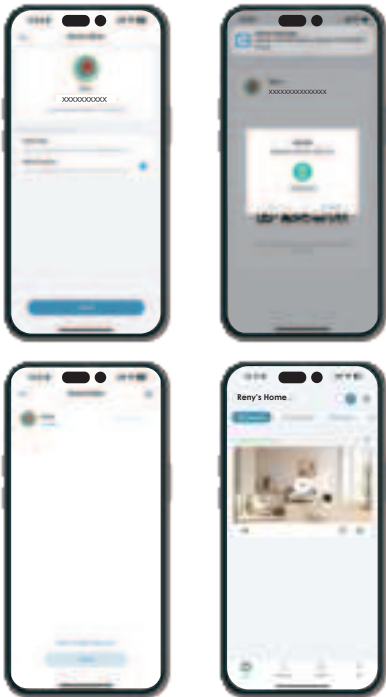
• HOW TO DELETE THE INVITEE

1. On the Home page, find the shared device and tap ⚙ in the lower right corner.

2. Select 'Device Share'.
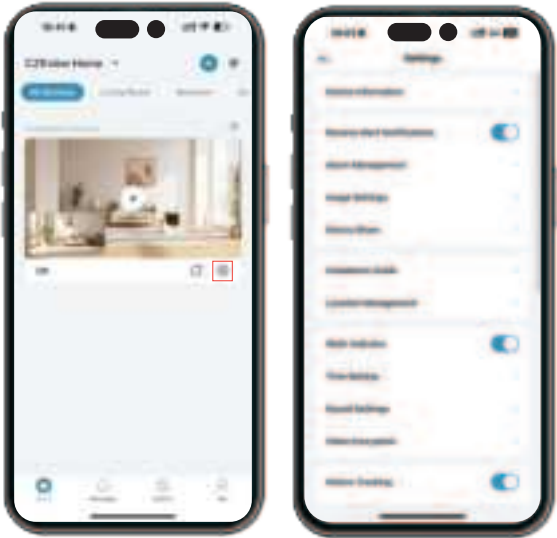
3. Click ✍ in the upper right corner, then tap
   the DELETE icon ⊖ . A confirmation prompt will appear.

4. The invitee will receive a notification in their app indicating
   they have been removed from the shared device list.

TROUBLESHOOTING

Q1. Why can't the camera connect to the APP?

- Verify the camera is powered on, indicated by a slow red flashing light.
- Ensure the 'CZEview' app is installed on your device.
- Select the correct device type and model when adding a new device in the app.
- Check for a stable network connection and keep both the camera and mobile device close to the router during setup.
- Enter the correct password as outlined in the instruction manual.
- Avoid using emojis, special characters, or symbols in your WiFi name and password.
- If the above steps don't resolve the issue, press and hold the 'RESET' button on the camera until you hear a 'cuckoo' sound and a voice prompt 'Resetting, please wait'. This initiates recalibration. Afterwards, reconnect the camera in the app.
- Should these solutions not resolve your issue, please don't hesitate to contact our support team at support@czeview.net.

Q2. Why is the camera unable to scan the QR code when connected to the APP?

- If the camera's indicator light is rapidly flashing red:
  a. Check that the router is operational and emitting signals.
  b. Verify the network's stability.
  c. Ensure the device is not in an area with no network coverage.
  d. If issues persist, press and hold the 'RESET' button until you hear a 'cuckoo' sound and a voice prompt 'Resetting, please wait'. This initiates the recalibration process. Once the recalibration is complete and the light flashes red slowly, attempt to reconnect.

- If the camera's indicator light is slowly flashing red:
  a. Clean the lens if it's dirty.
  b. Relocate the camera to a less brightly lit area if necessary.

- Should these steps not resolve the issue, feel free to reach out to our support team at support@czeview.net for additional assistance.

Q3. Why didn't I get the alarm messages?

- On the Home page, locate your device and tap 🔧 located in the lower right corner of the window. Tap 'Alarm Management' and ensure that either 'Motion Detection' or 'Noise Detection' is activated.
- In the same settings area within the APP, confirm that 'Receive Alert Notifications' is turned on.
- In your phone's system settings, check that the app is permitted to send push notifications for motion detection.
- If these solutions do not resolve your issue, please contact our support team at support@czeview.net for further assistance.

Q4. The Pan/Tilt is not working via the APP.

- Avoid manually adjusting the lens by hand, as this can interfere with the camera's functionality.
- On the Home page, find your device and tap 🔧 in the bottom right corner of the window. Select 'PTZ Correction' to initiate the camera lens calibration.
- If these solutions do not resolve your issue, please contact our support team at support@czeview.net for further assistance.

Q5. Why does the camera display a noticeable red or green tint?

This issue is typically caused by the camera's infrared filter failing to switch automatically, resulting in a red or green tint in the image. To resolve this, please try the following steps:

- While observing the live preview in the app, gently tap the camera until the image returns to its normal clarity and color.
- On the Home page, locate your device and tap ⚙ located in the lower right corner of the window. Navigate to 'Image Settings' and find 'Night Vision Mode'. In a night or dark environment, alternate between 'Day Mode' and 'Night Mode' to see if the image clarity and color return to normal.
- If these solutions do not resolve your issue, please contact our support team at support@czeview.net for further assistance.

Q6. How to reconnect the device in a new WiFi area?

- On the Home page, find your device and tap ⚙ in the lower right corner of the window. Scroll to the bottom and select 'Delete Device'.
- Press and hold the 'RESET' button until you hear a 'cuckoo' sound and a voice prompt 'Resetting, please wait'. This initiates the recalibration process.
- After recalibration, when the indicator light begins to flash red slowly, attempt to reconnect the device with the APP using the new WiFi signal.

Q7. Why can't the SD Card be recognized by the camera?

- Tap ⚙ located in the lower right corner of the window.
- Navigate to 'Recording Management'. If the SD card's memory information is not displayed, follow these troubleshooting steps:

  a. Power off the camera, remove and then reinsert the SD card with the label side up and the pins facing down, and power the camera back on. Check if the app can now read the SD card's memory information.
  b. Verify if the SD card's information can be read by a computer. If not, replace the SD card. If it can, please contact us at support@czeview.net for further assistance.
  c. If these solutions do not resolve your issue, please don't hesitate to reach out to our support team at support@czeview.net.

Q8. How to seek seller support for assistance?

- Open the CZEview APP, and go to 'me' at the bottom of the navigation bar. Tap 'Help' > 'Feedback' > 'Send us feedback'. Here, you can request assistance and provide the necessary information.
- Alternatively, you can directly email us at support@czeview.net with your concerns.